






Appendix 1 - Council Plan Performance Tracker 2015-16 Progress Report

Council Plan Actions progress key:

	Action progressing well
	Action has some issues/delay but not significant slippage
	Significant risk to not achieving the action or there has been significant slippage in the timetable, or performance is below target
	Project has not yet commenced
✓	Action complete or annual target achieved

PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Actions	Performance tracker	Responsible Officer/Group	Progress to date	Comment
Objective 1. Maintain low council tax				
a) Set Council Tax in line with the Medium Term Financial Strategy (MTFS)	1. Band D Council Tax approved within % limits defined in MTFS	Transform Working Group (TWG)		<p>The Medium Term Financial Strategy was approved by Council on 8 December 2015 and included a strategy to increase council tax by 2% each year for the next five years.</p> <p>The draft budget proposal will be presented to Executive Committee on 3 February and includes a proposal to increase council tax by £5. This is a new referendum threshold offered by the Government for the best value councils and, although outside of the strategy agreed in the MTFS, is necessary to help meet the increasing deficits the council faces.</p>
b) Deliver the corporate savings programme	1. £ saved in accordance with programme target	Corporate Leadership Team (CLT)		<p>Business Transformation savings of £171,650 were included in the 2015/16 budget which was above the targeted figure of £150,000. These savings were from the Waste Service establishment and the Revenues and Benefits service. Approximately £57,000 has been delivered through direct cost savings.</p> <p>However, there has been some difficulty in delivering the overall savings programme balance – this is largely due to a review of benefits claims, which has highlighted an increased number of claimant errors. The savings programme is therefore expected to be delivered in 2016/17 and not this financial year. The annual target for both,</p>

				procurement savings and salary savings were delivered within the first two quarters in the full year.
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PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Objective 1. Maintain low council tax

Actions	Performance tracker	Responsible Officer/Group	Progress to date	Comment
c) Ensure the overall budget is delivered in accordance with the MTFS	1. Budget delivered in accordance with variance parameters	CLT/Group Managers	😊	The MTFS allows for a 5% variance on the council's net revenue budget being an acceptable tolerance. The Q3 outturn report indicated a surplus of around £277,000 against the profiled budget, mainly derived from excess planning income, which resulted in a positive variance of 3.0%. This position includes the retained business rate financing stream which is expected to be in deficit.

Objective 2. Provide value for money service delivery

a) Rationalise office accommodation through new ways of working and to increase rental income.	1. 2000m2 of floor space to be freed up for rental by September 2014	Group Manager Finance & Asset Management	✓	A total of 2016m2 is now available for rental at the Public Services Centre.
	2. Generate £235,000 through additional rental income by 2015/16	Group Manager Finance & Asset Management	☹️	Income of £161,000 is currently generated from tenants at the Public Services Centre. Discussions are ongoing with a number of public sector partners with the aim of increasing the amount of space rented including the vacant top floor area. These detailed discussions have become more advanced than first thought and therefore the outstanding rental income of £74,000 will not be achieved this financial year but will be delivered in 2016/17.

b) Implement the Procurement Strategy Action Plan.	1. Monitor delivery of action plan	Group Manager Finance & Asset Management	😊	A review of the action plan took place in the first quarter and indicated that many of the actions from the 2012 plan had been achieved or had been overtaken by other requirements. The revised Contract Procedure Rules were presented to Executive Committee on 13 January and a recommendation made to Council to approve. Once approved these will be reissued to staff along with appropriate procurement training.
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PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Objective 2. Provide value for money service delivery

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
c) To review the asset portfolio and develop a strategy to maximise potential from the portfolio.	1. Outcome of portfolio review and development of strategy	Group Manager Finance & Asset Management	😊	An Asset Management Strategy for the period 2016-2020 was approved by Executive Committee in November 2015. Assets are still being sweated to generate maximum return to support our services, the latest example being the installation of solar panels at the Public Services Centre, which are generating a return on investment of 13.4%.
d) Develop a new workforce strategy.	1. monitor key milestones in developing the strategy	Group Manager Corporate Services	😊	This was a recommendation from the LGA Peer Challenge. We are working with senior HR managers from Gloucestershire Care Services NHS Trust to help deliver this strategy. This engagement provides an excellent learning opportunity for both partners. The end of year target date may be affected by sickness absence of the lead officer.

Objective: 3. Provide customer focused services measured by output against customer needs

a) Agree a revised strategy for customer services which supports our business transformation proposals.	1. Development and delivery of the strategy	Group Manager Corporate Services	😊	A workshop for Overview and Scrutiny Committee on the draft Customer Care Strategy was held on 11 January 2016. The strategy including customer care standards were supported and will be formally considered at O&S committee on 23 February 2016.
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b) Improve complaints handling, including learning from complaints received to improve service delivery.	<ol style="list-style-type: none"> Reduction in overall number of complaints received Evidence of learning from complaints received 	Group Manager Corporate Services	☺	A review of the complaints framework is underway with a target date to present at Executive Committee in April. The proposals will include a new reporting and monitoring system, staff resource to support monitoring and better signposting on the website. Although the framework requires review it should be noted the level of formal complaints is low, as reported to O&S Committee on a six monthly basis. In terms of learning, a recent planning complaint has led to a recommendation that the Overview & Scrutiny Committee review the effectiveness of public participation at planning committee.
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PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Objective: 3. Provide customer focused services measured by output against customer needs

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
c) Put in place systems and procedures to enable consistent, high quality customer service.	<ol style="list-style-type: none"> Monitor implementation of high quality customer service systems 	Group Manager Corporate Services	☺	As reported through previous updates and to the Overview and Scrutiny Committee workshop held on January 1, the customer services review is complete and has brought in a number of improvements such as ensuring the team is structured to meet work demands, processing of key transactions on a daily basis, promoting self-service, re-direction of Revenues and Benefits telephone calls etc. Although the review is complete longer term projects have been identified to ensure the highest level of customer service is maintained. For example, maximising the use of the advice and information centres, digitalisation of services etc. An action within the Corporate Services service plan for 2015/16 is to look at undertaking another residents' satisfaction survey.

Objective 4. Regularly review the effectiveness of customer focused services

a) Implement a programme of strategic service reviews and review potential partners for joint service delivery opportunities	<ol style="list-style-type: none"> Monitor programme and outcomes of reviews 	CLT	✓	The programme of service reviews has been established and these include Customer Services (complete), Development Control and Environmental Health (in progress) and Human Resources (to be commenced). In addition to the programme, joint service delivery opportunities are considered such as the expansion of One Legal and Building Control.
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b) Undertake and complete a review of customer services	1. Monitor delivery of the review	Group Manager Corporate Services	✓	The review was facilitated by ICE consultancy which provided similar support to the Revenues and Benefits review. The Customer Services review is now complete with an overview provided to members. Outcomes include: Successful transition of garden waste database (14,000) from depot services, re-alignment of staffing structure to meet demand peaks, more effective work planning, deletion of 0.5FTE, integration of team to the 1 st floor etc.
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PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Objective 4. Regularly review the effectiveness of customer focused services

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
c) Review customer feedback systems in service areas to ensure there is a consistent and appropriate approach	1. Monitor and review feedback obtained from services	Group Manager Corporate Services	😊	This was a recommendation from the LGA peer challenge team. The service reviews undertaken in Revenues and Benefits, Customer Services and the current Environmental Health and Development Review have been undertaken to ensure customer feedback systems are effective. The introduction of corporate customer care standards will help strengthen this.

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 1. Promote Tewkesbury Borough to attract large scale businesses

a) Develop a targeted campaign to attract inward investment.	1. Monitor development of campaign	Group Manager Development Services	😊	<p>Inward Investment campaign work is showcased in the current edition of Commercial Property Monthly - a national property magazine. The advertisement revealed the new business branding and promotes the area as a location for business.</p> <p>Business and inward investment branding has been agreed and a website is currently in development. Launch proposed for March 2016.</p> <p>Tewkesbury Knights and Ambassador programme has been developed and meetings are taking place to develop case studies for use in promotional materials.</p> <p>A promotional video, material and further campaign work are also in development to promote Tewkesbury Borough as an excellent business location.</p>
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b) Respond to enquiries for employment land and premises using online property search system.	1. Examples of responses particularly successful ones	Group Manager Development Services	😊	Providing ongoing support through the co-star property search system, enquiries have included: <ul style="list-style-type: none"> • Small start-up office and workshop space. • Industrial/warehouse premises – 30,000 – 50,000 sq. ft. Warehouse, plus office – 3000 sq. ft.
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PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 2. Provide support to help new start ups, young and growing businesses

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Deliver year four of the Business Support Grant Scheme.	1. Number and value of grants awarded	Group Manager Development Services	😊	<p>Seven grants were awarded in this quarter totalling to £4549. This means 11 grants have been awarded so far in 2015/16 to the sum of £6,029.75.</p> <p>Following an article promoting the grant scheme in the last edition of Tewkesbury Borough News - we have received a high level of enquiries and are currently working with businesses to develop their applications.</p> <p>We attended a round table event at Gloucestershire Enterprise with Michelle Malone, the newly appointed start-up business tsar for government. An update was provided on the business support provided by the council. The government representatives were really impressed with the council's proactive approach to supporting business as it was some of the most impressive support they had encountered in their discussions and were particularly interested by the council's own business grant scheme.</p> <p>This scheme is being reviewed as part of the Economic Development and Tourism Strategy.</p>

b) Organise events to strengthen relationships with key employers in the borough.	1. Number of events held, numbers attending and general effectiveness of events	Group Manager Development Services	☺	<p>No events were held this quarter.</p> <p>However two events are being planned in for the upcoming months these are:</p> <ul style="list-style-type: none"> • Business event being planned in partnership with Chamber of Commerce to launch Tewkesbury Business Website – March 2016. • ‘Join in China’ business event being planned for April 2016. This will target identified sectors across the borough, to help build trade links with China and encourage investment.
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PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 2. Provide support to help new start ups, young and growing businesses

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
c) Work with partners to support business start-ups through training, mentoring initiatives and enterprise clubs	1. Number of training, mentoring initiatives, enterprise clubs and business start- ups supported.	Group Manager Development Services	☺	<p>Number of training, mentoring, workshops, enterprise clubs and start-ups supported since April 2015:</p> <ul style="list-style-type: none"> • 28 businesses attended enterprise clubs. • 20 businesses attended 2 day start-up training courses. • 75 businesses are on the New Enterprise Allowance (NEA) Programme. • 152 business advice meetings. • 135 businesses attended half-day and open programme workshops. • 49 delegates attended an in-house training skills course. • 37 businesses attended a Gloucestershire Enterprise organised networking event.

Objective 3. Work with the Local Enterprise Partnership (LEP) to promote economic growth

a) Work with the LEP to initiate projects identified in the Strategic Economic Plan (SEP) and the Structural and Investment Fund Strategy.

1. Implementation of projects.

Group Manager Development Services



Working with the Local Enterprise Partnership (LEP) and other partners to promote opportunities emerging from the SEP and EU Structural and Investment Fund to the local business community.

A pipeline bid for the Town Centre Regeneration work has been revised and submitted to the LEP.

GFirst LEP and the Gloucestershire European Structure and Investment Funds (ESIF) Committee have launched 'calls' for organisations to bid to:

- **Information and Communications Technology funding.** This call focuses on extending broadband deployment and the roll-out of high speed networks and supporting the adoption of emerging technologies and networks for the digital economy. Up to £250,000 of funding is available and a minimum value of £200,000 can be applied for.
- **Environment and resources efficiency.** This call is looking to protect and restore biodiversity and soil and promote ecosystem services. Up to £1,100,000 of funding is available through this call and a minimum of £500,000 of funding can be applied for.

A proposal is being prepared on how a potential Growth Hub Spoke could be hosted at the Council Offices and in the wider borough.

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 3. Work with the Local Enterprise Partnership (LEP) to promote economic growth

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>b) Work with partners, including Cotswold Tourism, to promote the borough to visitors</p>	<p>1. Monitor delivery of promotional campaigns and projects.</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>The newly formed company, Cotswolds Tourism, launched its website in January. Detailed work was carried out on the website to gain maximum exposure for Tewkesbury Borough.</p> <p>The Visitor Guide – the main piece of destination print for The Cotswolds (including Tewkesbury Borough) has been produced. 60,000 copies of the guide have been printed and are being distributed both nationally and internationally. There is also an e-book version of the guide which can be viewed online.</p> <p>Using the Flood Support Grant, the new ‘Discover Tewkesbury’ brand has been developed with many local partners. It has been widely praised within local groups and communities. It can also be seen on the new website; www.visittewkesbury.info which was launched in January 2016.</p> <p>Tourist Information Signage Points are in the process of being replaced across borough.</p> <p>Currently working with Winchcombe to develop their marketing of the town.</p>
<p>c) To develop initiatives with partners to enhance the vitality of the retail centres in the borough.</p>	<p>1. Monitor development of partnership initiatives</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>Ongoing delivery of Mosaïque Place Promotion and Investment Work (funded through Flood Recovery Grant and delivered in partnership with local business networks). Including:</p> <ul style="list-style-type: none"> - Development of the rebranded Visit Tewkesbury, public/visitor facing website for launched in January 2016. - Development of business /investment branding and website – for launch in March 2016. - Highways safety audit undertaken and ongoing development of town gateway signage. <p>A retail/ business survey on the town centre is currently being undertaken by Gloucestershire Rural Community Committee. Feedback of the results of this will be provided in the next quarter.</p>

				<p>Provisional dates set for High Street Food and Art Markets in 2016 – application being made to County Highways for road closure.</p> <p>Working with LEP Retail Sector Group investigating the potential for launch of a shopping app in retail centres.</p>
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PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 3. Work with the Local Enterprise Partnership (LEP) to promote economic growth

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>d) Work with the newly formed Tewkesbury Town Regeneration Partnership (TTRP) to progress the regeneration of Tewkesbury Town.</p>	<p>1. Monitor delivery of the masterplan</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>Projects continue to be developed with significant advancements following successful funding bids.</p> <p>The Missing Link project is currently being implemented with a completion date by the end of February 2016 (subject to flooding conditions).</p> <p>Following another successful funding bid to the Gloucestershire Environmental Trust, the remaining funding for the Heritage Walks and Interpretation project has been sought with the project aiming to be complete by November 2016. The contract has been awarded for the design and manufacture of the signs. Work is continuing regarding the text and imagery due to feature on the signs</p> <p>In partnership with Tewkesbury Town Council, work is progressing with the Moorings project with improvements to Back of Avon have been scheduled during the remainder of the 2015/16 financial year. Additional improvements are planned for further areas, aided by land transfers as a result of discussions between the two councils.</p> <p>The agent of Healings Mill and representatives of the Environment Agency have met with senior planning officers to discuss the progress of the sites redevelopment. Demolition approval for parts of the site demonstrates the intention to progress the area.</p> <p>A new Visit Tewkesbury website was launched in January 2016 with the new Discover Tewkesbury branding.</p> <p>Tewkesbury gateway signage project is progressing well and due to be completed within the next four months.</p>

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 3. Work with the Local Enterprise Partnership (LEP) to promote economic growth

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
e) To encourage rural economic growth through the LEADER project.	1. Monitor the delivery of the programme	Group Manager Development Services	☺	<p>The programme was officially launched in December; along with a press release publicising the programme is now open for applications.</p> <p>A promotional leaflet and website have been developed to promote the funding opportunity: www.forestandtewksleader.co.uk</p> <p>Outline applications have been submitted and were reviewed by the Local Action Group at their first meeting on 25 January. Following this meeting three applications, that fall in Tewkesbury borough are were approved to go to the next stage of a full application.</p> <p>A recruitment process is in place for a part time admin assistant. An appointment should be made in late Jan/early Feb.</p> <p>The programme manager is attending local business network meetings to present and promote the programme.</p>

Objective 4. Ensure the core strategy makes provision for sufficient employment land

a) Ensure policies in the Joint Core Strategy encourage business development	1. Monitor development of policies	Group Manager Development Services	☺	<p>Joint Core Strategy (JCS) Submission November 2014 includes the following: Ambition 1 – A Thriving Economy</p> <p>The ambition is underpinned by the following strategic objectives: -</p> <ul style="list-style-type: none"> 1- Building a strong and competitive urban economy 2- Ensuring vitality of town centres 3- Supporting a prosperous rural economy <p>The JCS is undergoing its examination in public which is likely to continue into Spring/Summer 2016.</p>
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b) Ensure employment provision that meets the needs of growth sectors and addresses gaps in provision.	1. Monitor development of core strategy	Group Manager Development Services	☺	<p>Employment provision in Joint Core Strategy (JCS) Submission supports about 28,000 new jobs up to 2031 and 84 ha of employment land across the JCS area, 20 ha of which is replacement employment land at MoD Ashchurch.</p> <p>Further to the Inspector's requests at the examination, additional work has been completed to provide a 'policy on' approach to employment land supported by an economic and tourism strategy.</p> <p>This additional work was discussed during the JCS examination hearing sessions in January 2016.</p>
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PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Objective 1. Focus on continuous improvement in recycling and waste collection

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Work with partners to ensure the optimum delivery of our waste and recycling services, street care and green spaces	1. Monitor progress and implementation of project milestones	Group Manager Environmental and Housing Services	☺	<p>Joint Waste Team, Ubico and Tewkesbury Borough Council are working well with a consultant in reviewing the current collection method, prior to the procurement of a new fleet of waste vehicles. A detailed report of the preferred option was approved at Executive Committee on 3 February with the recommendation to go to Council. If this is approved then stage two, fleet procurement, project milestones can be determined.</p>
b) Implement a framework for client monitoring of the Ubico contract	1. Performance Monitoring schedule	Group Manager Environmental and Housing Services	✓	<p>The framework is in place and working well. Customer Services staff meet fortnightly due to issues which have been resolved. The Joint Waste Team carries out monthly monitoring. First quarterly Environmental Services performance monitoring meeting took place on 27 August 2015 with the third meeting to take place in February. A six month performance report was taken to O&S committee on 20 October with the next review due to be taken to O&S in April 2016.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Objective 2. Work towards achieving the 60% recycling target

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>a) Promote waste minimisation and aspire to increase our recycling rate through the working with our residents and communities on promotional campaigns.</p>	<p>1. Reduction in total tonnage of household waste arising which has been sent to landfill</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☹️</p>	<p>It is disappointing to see a continual increase in the tonnage going to landfill. The needle issue is still contributing to this along with extra waste over the Christmas period. The food waste sticker campaign did see an increase of 20% of food waste being sent to AN Digestion which is eventually turned into gas for energy.</p> <p>Please see the quarter 3 report relating to LPI outturn figures (Appendix 2).</p>
	<p>2. Increase in % of household waste recycled</p>		<p>☹️</p>	<p>The recycling rate is impacted by the loss of recyclate as outlined above in two ways because it is a loss of tonnage being processed and recycled and it is then sent to landfill which increases the tonnage.</p> <p>Please see the quarter 3 report relating to LPI outturn figures (Appendix 2).</p>
	<p>3. Number of promotional campaigns</p>		<p>😊</p>	<p>“No food waste” sticker campaign.</p> <p>“Let’s give waste the heave ho ho ho” campaign- which included a double page spread in Tewkesbury Borough News winter edition- reducing your festive footprint, Christmas collections etc.</p> <p>Treecycle campaign- recycle Christmas trees following the festive period.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Objective 3. Focus on continuous improvement in street cleansing

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>a) Raising awareness of enviro-crimes issues such as dog fouling.</p>	<p>1. Monitor delivery of awareness campaign</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>😊</p>	<p>A 'day of action' was organised and carried out in Churchdown on 23 November 2015. This involved officers from Tewkesbury Borough Council, the Police, Severn Vale Housing Society (SVHS) and Churchdown Parish Council. Information on the following took place:</p> <ul style="list-style-type: none"> • Issues and consequences relating to dog fouling. • Issues relating to littering and fly tipping • Promoting the councils volunteering litter picking and the 'Paws on Patrol' scheme. • Police informed the community about burglaries • SVHS helped deliver messages on combatting fly tipping and abandoned vehicles. <p>Another 'Day of Action' is being planned in Spring 2016 within a different parish, further details of this is yet to be established.</p> <p>Work is continuing with parish council's to identify dog fouling 'hot spots' in which to concentrate council resources in tackling and continues to respond to complaints from individuals on dog fouling issues. Similar amounts were received to those in Q2.</p> <p>There was coverage in the press on the most recent fixed penalty notice for dog fouling served by Tewkesbury Borough Council.</p>
<p>b) Ensure we are responsive to customer complaints</p>	<p>1. Reduction in number of complaints and subsequent learning from complaints received</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>😐</p>	<p>A small number of complaints (100) were received around the double collection of waste over the Christmas period, due to Christmas day and boxing falling on a week day. Around 7,000 properties were affected. These complaints will feed into any decisions made next year.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT


Objective 4. Promote activities to reduce litter and fly tipping

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>a) Undertake promotional campaigns and raise awareness to reduce the level of litter and fly-tipping</p>	<p>1. Deliver successful promotional campaign</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☺</p>	<p>A summary of the 'day of action' promotional campaign in Churchdown is in the comment section of 3(a) above which included action and education on littering and fly-tipping.</p> <p>The press coverage in November on dog fouling also included wider commentary on Tewkesbury Borough Council's enforcement of other enviro crimes including litter and fly tipping.</p>
	<p>2. Reduction in the number of enviro crimes</p>		<p>See LPI Table</p>	<p>This is measured through a performance indicator – see attached LPI report (Appendix 2).</p>
<p>b) Continue to support the Volunteer Litter Picking Scheme</p>	<p>1. Develop action plan and support scheme.</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☺</p>	<p>The Volunteer Litter Campaign continues to be a supported scheme by both volunteers and the council. A further five volunteers have been recruited making the total 188 volunteers.</p> <p>All volunteers were invited to the annual event on 9 December and as a result of listened to volunteer requests and suggestions.</p> <p>For future events there is potential to hold an annual event for all the council's volunteers.</p>
<p>c) Work with community groups to assist in reducing litter at community events</p>	<p>1. Promote awareness within communities</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☺</p>	<p>There were eight community litter picks during 1 October – 31 December 2015. These were as follows:</p> <p>October 2015 (Three events)</p> <ul style="list-style-type: none"> • Winchcombe Town Centre Community Weeding Event (bins). • Tewkesbury Mop Fair (bins). • Hucclecote Parish Council – Areas of Hucclecote (litter picking equipment). <p>November 2015 (Five events)</p> <ul style="list-style-type: none"> • Tewkesbury Bonfire and Fireworks Display on 7 November 2015 (bins). • Bishop's Cleeve Primary School Annual Bonfire Display (bins). • Tewkesbury Town Christmas Lights Switch-On (bins and litter)

- picking equipment).
- Churchdown Firework Extravaganza (bins and litter picking equipment).
- Stanton Village Remembrance Day (an additional road sweep of the village prior to the event).

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Objective 5. Continued work with partners to provide flood resilience measures

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Work with areas prone to flooding to build community resilience.	1. Monitor development of resilience initiatives	Group Manager Environmental Health and Housing Services		<p>Work to provide a substantial natural surface water flood 'bund' in Tirley is now complete. This scheme is the final (and possibly the biggest) scheme from the Flood Response Action Plan, agreed after the flooding of 2007. This part of the scheme was the largest element and now means that the majority of the overall scheme is complete.</p> <p>Two further projects are being planned for commencement in Q4:</p> <ol style="list-style-type: none"> 1. In Chaceley- an outfall into the Severn. 2. Borough wide- a scheme to provide property surveys to properties at risk of flooding. <p>The Tewkesbury Flood Project is jointly funded by Tewkesbury Borough Council and Gloucestershire Rural Community Committee (GRCC). This started in 2014 and has delivered support to a number of high risk communities to help deliver flood alleviation and resilience should flooding happen again. Of particular note is continuing recent work done with parish flood wardens, promotion of community plans and businesses that have flooded.</p> <p>Delivery of all of the above is monitored by the Flood Risk Management Group and reported to the Overview and Scrutiny committee on a quarterly basis.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Objective 5. Continued work with partners to provide flood resilience measures

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>b) Advise and signpost local communities when applying for external funding for flood resilience measures.</p>	<p>1. Monitor number advised and funding gained.</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☺</p>	<p>Delivery of projects is monitored by the Flood Risk Management Group and reported to the Overview and Scrutiny committee quarterly. The following is a brief summary of 'live' projects:</p> <p>Tirley: The works to the flood 'bund' is now complete. Additional flood attenuation measures (reopen an outfall into the river and install upstream flood attenuation measures), is being carried out. Funding available: £135,000, planned completion date: end February 2016.</p> <p>Chaceley: Diversion of drainage channel & reopening outfalls. Funding available: £45,000, planned completion date: Spring 2016.</p> <p>Tewkesbury: Work has started on the watercourse maintenance. Funding available: £20,000.</p> <p>River Severn communities: Property survey work to support a current Environment Agency grant bid. Funding available: £40,200, planned completion date: 2016.</p> <p>Surface Water Management Plans in Bishop's Cleeve and Woodmancote have identified a range of measures including diversion, storage and property protection. The Council is supporting Gloucestershire County Council in flood defence grant fund bids estimated at £1m in total, with the initial package of works being approved in association with the Parish Council. These options will be worked up, with detailed design to follow. These are long term plans with an estimated completion date of 2020.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT**Objective 5. Continued work with partners to provide flood resilience measures**

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
c) Work with areas prone to flooding to build community resilience.	1. Monitor development of resilience initiatives	Group Manager Environmental Health and Housing Services	☺	<p>The Tewkesbury Flood Project is jointly funded between this council and GRCC for a support worker to assist with improving community resilience. The project has been successful in providing support to a number of local communities to increase resilience to flooding.</p> <p>A major success was the officer's work in promoting the Repair & Renew grant. Work has started in promoting a forthcoming scheme concentrating on surveys for individual property flood protection.</p> <p>In December, further training for parish and town flood wardens was successfully delivered in partnership with the Environment Agency, GCC Civil Protection Team and the National Flood Forum.</p>

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT**Objective 1. Support and promote joint working arrangements with Gloucestershire County Council's Child and Family Support Services, Gloucestershire Constabulary and other agencies to achieve better outcomes for resident**

a) Progress the Families First Programme to deliver a multi-agency response to the issues faced by families in challenging circumstances.	1. Monitor progress of the locality based approach, outcomes generated and target delivery	Group Manager Environmental Health and Housing Services	☺	<p>Working towards the target for 2015-2020 of approximately 300 families within the borough. Numbers of families being worked with continue to increase and the widening of criteria has helped bring more families in to the programme and also more agencies who are able to provide support. Key issues continue to be mental health and domestic abuse. Community Family Care are being used to support families as Children Services continue a restructure and are suffering a temporary staff shortage.</p> <p>Detailed numbers are still not available from Gloucestershire County Council, but should be by the end of the financial year. A six monthly update in April will be given at O&S committee.</p>
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PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Objective 1. Support and promote joint working arrangements with Gloucestershire County Council's Child and Family Support Services, Gloucestershire Constabulary and other agencies to achieve better outcomes for residents

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Seek additional partners to increase the number of organisations operating from our public service centre at the council offices	1. Number of additional partners located in the public services centre	Group Manager Finance and Asset Management	😊	No additional partners have been located in the public services centre within quarter three. However it was reported within last 12 months a further three partners (Severn Vale Housing, Bromford Housing and Fire & Rescue Service) were integrated into the Public Services Centre taking the total number to seven organisations operating from this base on a regular basis. Discussions are ongoing with a number of other prospective partners.
c) Work in partnership with Citizens Advice Bureau to provide better outcomes for our residents.	1. Monitor effectiveness of outcomes	Group Manager Development Services	😊	<p>The Citizens Advice Bureau continue to work closely with the council:</p> <ul style="list-style-type: none"> • provided advice and assistance to 1,007 residents in the first three quarters on variety of issues relating to benefits, debt, employment, relationships and housing. • Residents benefitting from £268,262 of financial gains. • By being a partner within the Financial Inclusion Partnership. • 23 February will be carrying out an annual presentation to Overview and Scrutiny committee to ensure that the work carried out within the borough provides value for money.
Objective 2. Simplify and standardise business processes for the benefit of customers				
a) Use our public services centre to adopt a one- stop-shop approach to customer service.	1. Monitor development of the one-stop-shop approach	Group Manager Corporate Services	😊	There is potential to develop this further through the introduction of additional public service partners which would provide the opportunity for more integrated working particularly through improvements to the reception area. Strategic discussions are ongoing to move this forward.

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Objective 2. Simplify and standardise business processes for the benefit of customers

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) ICT to provide improved customer focus and improved experience when contacting the council.	1. Monitor delivery of ICT projects	Group Manager Corporate Services	☺	This has been particularly successful with self service activities such as garden waste renewals, reporting missed bins, payments etc. A demonstration of this system 'Achieve' was presented to members on 26 January 2016. Other customer focused initiatives using ICT have or are being developed such as reporting & monitoring of freedom of information requests, review of complaints framework, tree and playground inspections. Moving forward, the council's website is programmed for review to ensure it is customer focused and in particular is compatible with being accessed from mobile devices and a digital strategy is being developed.

Objective 3. Work with Town and Parish Councils to deliver the localism agenda

a) Agree approach and programme of work for Community Infrastructure Levy	1. Monitor work programme	Group Manager Development Services	☹	<p>At the council meeting of 4 December 2012 members resolved to develop a draft Community Infrastructure Levy Charging Schedule and to establish a Member Working Group to oversee the development of the Community Infrastructure Levy (CIL). The group has been established and has been overseeing the first stage of a CIL the Preliminary Draft Charging Schedule (PDCS).</p> <p>The PDCS, based on evidence in Core Strategy, was approved at Council for public consultation in April 2015. This consultation closed on 10 July 2015 and around 30 responses were received.</p> <p>In addition, a Viability Round Table Session (RTS) was held on 1 July 2015 to consider the viability appraisal work undertaken to support the JCS and where areas of agreement/ disagreement existed between the JCS authorities and the development industry. The outcomes of this was to undertake further work on viability that would feed into the next stages of CIL.</p> <p>The outcomes of the Viability RTS and the representations made in respect of the PDCS concluded that further work was required on viability and that this should feed into the next stages of CIL.</p>
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				Peter Brett Associates (PBA) have subsequently been commissioned by the JCS authorities to carry out additional work on viability, CIL and affordable housing and this has been ongoing over Winter 2015/16. A draft report was circulated in December. We are awaiting the final version this report will be used as the basis for discussion at each authority on how we may proceed with CIL. A all member seminar will be scheduled early March.
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PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Objective 3. Work with Town and Parish Councils to deliver the localism agenda

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Develop a place programme of area working across the councils services	1. Monitor delivery of programme.	Group Manager Development Services	☺	Executive Committee approval for roll out of place approach based on Area East pilot. Members from the East Area have been supportive of the place approach and found quarterly meetings informative and useful. Already piloting smaller scale parish place approach with individual parishes, where required.
c) Provide appropriate support for neighbourhood planning and community led planning.	1. Monitor requests from Town & Parish Councils	Group Manager Development Services	☺	Neighbourhood Plans also form part of the statutory development framework. Officers are working closely with those parishes with designated neighbourhood plan status to ensure that a joined up approach to the Joint Core Strategy, Tewkesbury Borough Plan and neighbourhood plans occur so as to avoid policy conflict. 11 neighbourhood plans have been designated across 15 parishes. Significantly, both Winchcombe and Highnam Neighbourhood Plans have been formally submitted to the Council for 6 week consultation which end at the end of January 2016. Following this, the Council will be required to appoint an independent examiner and make arrangements for the examination process, which may include public hearing sessions. This is likely to take place during Spring 2016. If successful at examination then the Council will then need to make arrangements for a local referendum to vote on the neighbourhood plans.

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Objective 3. Work with Town and Parish Councils to deliver the localism agenda

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>d) Enable the effective delivery of community led projects across the borough.</p>	<p>1. Type and diversity of projects delivered</p>	<p>Group Manager Development Services</p>	<p>😊</p>	<p>The three Community Development Officers are continuing to work and be located within community venues. As well as generic work, such as supporting communities and partners to address anti-social behaviour complaints, supporting parishes with young people’s projects and assisting parishes now interested in developing neighbourhood plans for their area, a sample of projects include:</p> <p>Area South:</p> <ul style="list-style-type: none"> • Working with Brockworth Community Project to develop new business plan and to explore use of their IT suite as local hub for providing council/public sector services in the locality • Working with Imjin Barracks on Music Festival for June 2016 which aims to focus on strengthening links between the military and armed forces communities. Includes bid to Armed Forces Community Covenant Grant Fund. • Working with Innsworth Community Hall trustees, Innsworth Parish Council and Innsworth Junior School to explore how Innsworth Community Hall can be relaunched • Established cross agency working group for Highnam to look at specific issues around street/gulley cleaning/litter picking • Working with residents in new development area of Trumpeter Road, Badgeworth over issues around access/management of pond and ASB issues. Aim to explore ways for community to take active role in the area via schemes such as Neighbourhood Watch <p>Area North West:</p> <ul style="list-style-type: none"> • Assisting the Ronan’s Trust find a growing space to support bereaved individuals and families and re-build community connections to improve health and wellbeing. • Working from Northway Parish Council Offices to support the parish. The parish is extending their building to make provision for additional community space. • Working with Environmental Health, members of the community and wider partners on addressing concerns about an HMO in the area.

				<ul style="list-style-type: none"> • The Borough has now extended the amount of land and the license period for the edible garden project in Priors Park. We have also supported Vision 21 a revenue grant to extend capacity for this project. • Assisting Wheatpieces Parish Council and the local community facilities within the parish to develop their case for enhanced community infrastructure as a result of recent pre-planning applications. <p>Area East:</p> <ul style="list-style-type: none"> • Supporting Alderton P C with evidence in relation to an existing capital grant • Supporting Winchcombe Town Council with evidence required for capital grant application • Building relationships with churches and community groups • Exploring integration project for new and existing communities • Held a Youth Providers Network Meeting at Winchcombe Youth Club <p>Community Funding:</p> <ul style="list-style-type: none"> • New officer has met with spoken with over ninety community groups in the last 6 months • First round of new Community Grants scheme awarded • Funding seminars planned for next quarter
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Objective 4. Work with partners to reduce the level and perception of crime.

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Support the delivery of projects agreed by the Community Safety Partnership	1. Monitor delivery of projects	Group Manager Environmental and Housing Services	☺	A workshop took place on 16 November, to launch to partners a new Community Safety Partnership structure which will include Neighbourhood Groups and neighbourhood watch. The Community Safety Partnership have continued with restructuring, and have been working on making funds available for community groups to bid for money for projects that meet the PCC priorities. Grant application forms and leaflets were launched at the end of January 2016.
	2. Overall reduction in level of crime		See LPI Table	This is measured through a performance indicator – see attached LPI report (Appendix 2)
b) Work with statutory and voluntary agencies to address the issues of anti-social behaviour and environmental crime in our communities.	1. Monitor outcomes of ASB and environmental crime partnership working	Group Manager Environmental and Housing Services	☺	A day of action was held in Churchdown recently involving a number of agencies to tackle enviro crimes, concentrating on fly tipping and dog fouling. Officers were on hand to give advice to dog walkers and other residents.
	2. Reduction in reported anti-social behaviour incidents		See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2)
	3. Reduction in reported environmental crime incidents.		See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2)

Objective 5. Help support the health and well-being of our residents

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
<p>a) Work with partners to promote sports and leisure activities</p>	<p>1. Monitor activities being delivered</p>	<p>Group Manager Development Services</p>	<p>😊</p>	<p>The following working procedures, projects and programmes enable the Sports Development Officer (SDO) to promote Sport and Physical Activity throughout the Borough.</p> <ul style="list-style-type: none"> • Working with Active Gloucestershire, the County Sports Partnership (CSP) to bring Sportive programme to the borough. This scheme is aimed at less active people. • Advise on health and safety, promotion and equipment in dozens of Borough wide events including fun runs and Junior Football Festivals. • Work closely with the new leisure centre owners, Place for People, to develop use of the facility for local sports clubs. • Keep the website search engine and social media updated with the boroughs sports clubs and activity classes by classification and area. <p>Within this quarter the SDO helped with the following events:</p> <ul style="list-style-type: none"> • Every Saturday at 9am Tewkesbury parkrun attracting about 100 runners and 20 volunteers per week • 11 Oct- Pink fun run charity event was held at the Wheatpieces, for breast cancer which saw around 150 people. • 1 Nov- Guy Fawkes 5 mile run, organised by Tewkesbury Athletics Club. <p>Work is underway on the following:</p> <ul style="list-style-type: none"> • Recommendation to be submitted Executive Committee, on 6 April, regarding tender process for the Cold Pool Lane Sports Facility. • Organising the Tewkesbury half marathon event for May.

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Objective 5. Help support the health and well-being of our residents

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Progress the work streams for a new leisure facility.	1. Monitor progress of the leisure facility project	Group Manager Finance and Asset Management	☺	<p>The build of the new leisure centre continues to progress well and is expected to be completed on time and within budget.</p> <p>Brickwork, installation of all external doors, rendering and plastering of the main pool, installation of under floor heating and floor screed are now complete. Mechanical and electrical works are continuing as well as tiling to the pool tanks and installation of the pools filtration system.</p>
c) Work with partners to deliver year three of the Health and Well-Being Strategy (2013-16).	1. Monitor progress in delivering Year 2 actions	Group Manager Development Services	☺	<p>New Leisure Centre on time and on budget. The sports development officer is working closely with the new leisure centre operators to develop use of the facility and increase participation.</p> <p>Social prescribing, linking people up with activities in the community that they might benefit them, is progressing well in Tewkesbury locality with referrals reaching the 40 mark.</p> <p>There is ongoing support for Winchcombe Memory Café with second year of funding for second monthly session</p> <p>Working with parish councils and local sports clubs to plan and deliver projects funded via S106 agreements.</p>

PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Objective 1. Develop a core strategy to meet current and future housing needs

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Continue to deliver a Joint Core Strategy in accordance with the key milestones.	1. Monitor progress towards achieving the key milestones	Group Manager Development Services	☹	<p>There has been an extensive programme of events to brief members supported by further progress on a joint evidence base.</p> <p>JCS: A key milestone was reached in November 2014 when the Submission plan was submitted to the Secretary of State. From this point onwards the short term progress of the JCS will be largely determined by the Planning Inspectorate. An independent examiner has commenced a series of hearing sessions to consider the plan and</p>

				<p>the representations made to it. The hearing sessions have been ongoing since May 2015 and are expected to continue through to Spring/Summer 2016.</p> <p>In December 2015 the Inspector released some preliminary findings on the Green Belt, Spatial Strategy and Strategic Allocations. These findings provided the Inspector's initial views on the soundness of the allocation sites. These findings are set to be discussed at the end of January 2016.</p> <p>Further 'Stage 3' sessions are then expected to take place in March 2016 to discuss matters of infrastructure and the general plan policies. Following this there may be a need to revisit further work that has been requested of the JCS following the January 2016 sessions.</p> <p>Following the Inspector's final recommendations, each of the JCS authorities will consider main modifications to the plan necessary to make it 'sound' at individual Council meetings prior to a statutory period of public consultation and then adoption in late 2016/early 2017.</p>
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PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Objective 1. Develop a core strategy to meet current and future housing needs

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Continue to deliver the Tewkesbury Borough Local Plan in accordance with key milestones.	1. Refresh of the plan	Group Manager Development Services	☹	<p>To support the preparation of the Tewkesbury Borough Plan, a series of Member presentations have been held regarding both plan content and also the supporting evidence base.</p> <p>The Draft Tewkesbury Borough Plan was subject to public consultation between 27 February and 13 April 2015.</p> <p>The timetable of the Tewkesbury Borough Plan is inextricably linked to the progress of the strategic, higher level joint Core Strategy, to which the Tewkesbury Borough Plan looks for the overall scale of development and spatial strategy.</p>
c) Ensure policies in the Joint core strategy	1. Monitor delivery and outcomes of	Group Manager Development		The development of the JCS will provide strategic development plan policies which will be used to deliver affordable housing. A set of

allow delivery of affordable housing for local needs.	the policies	Services	☹️	comprehensive, evidence based policies are contained within the Submission version of the JCS. This will be supported by viability evidence to demonstrate that the level of affordable housing being required through the JCS is robust.
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PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Objective 2. Promote initiatives to make quality housing more affordable and accessible

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
a) Work in partnership with developers and registered providers to deliver a variety of affordable homes in all areas of the borough	1. Number and type of affordable homes delivered.	Group Manager Environmental & Housing Services	See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2).
b) To deliver a programme of affordable homes in partnership with parish councils, developers and registered providers to meet the needs of clients in rural communities.	1. Monitor development of a programme that meets clients' needs	Group Manager Environmental & Housing Services	☺️	<p>The Housing Enabling Officer is working across the Borough with six parishes at present to deliver rural affordable housing. Two schemes, Minsterworth and Sandhurst, are currently in the planning process.</p> <p>In addition, we are working with three parishes with council-owned garage land to determine the future use of the land and possible housing opportunities in these rural locations.</p>

Objective 3. Work with all stakeholders to promote specific housing types to meet defined shortages

a) Identify an interim housing requirement to monitor the five year supply of housing land	1. Monitor progress of identifying the housing requirement	Group Manager Development Services	☹️	Housing and land monitoring completed for 2014/15 and the Annual Monitoring Report was published in October 2015. This included a latest 5 year housing land supply position based on the objectively assessed need set out within the Submission JCS. However, there remains uncertainty over any calculation as the objectively assessed needs are still being established through the JCS Examination.
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PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Objective 3. Work with all stakeholders to promote specific housing types to meet defined shortages

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Work with social housing tenants with specific housing needs to move to appropriate accommodation.	1. Number of housing tenants moved to appropriate accommodation	Group Manager Environmental & Housing Services	😊	<p>30 properties were let through Choice based lettings during quarter three, of which:</p> <ul style="list-style-type: none"> • 9 had no housing needs • 21 social housing tenants had specific housing needs: these were assessed as having: significant, urgent or emergency housing needs. These are broke down as follows (below). <ul style="list-style-type: none"> • 11 were let due to medical/ welfare needs. • 7 were let due to overcrowding • 1 was let due to under occupying • 2 were let for sheltered accommodation

Objective 4. Improve the quality of the housing stock

<p>a) Deliver private sector home improvements through the Warm and Well Scheme and through promotion of the governments Green Deal.</p>	<p>1. Promotion of scheme and value of grants delivered</p>	<p>Group Manager Environmental & Housing Services</p>	<p>😊</p>	<p>The Warm & Well scheme is a long established partnership of local authorities in Gloucestershire and South Gloucestershire and managed by Severn Wye Energy Agency (SWEA), located in Highnam. The Warm and Well scheme offers free advice on saving energy and can help older people claim a grant towards the cost of insulation, so reducing fuel poverty and health problems. The types of assistance available have recently changed, including removal of the national Green Deal.</p> <p>The Warm and Well Central Heating Fund is now being delivered in the borough. A bid from a consortium of Gloucestershire authorities, including Tewkesbury Borough Council, was successful and was awarded £3.2 million. SWEA are delivering the scheme. The Central Heating Fund (CHF) is a government programme designed to support local authorities to deliver first time central heating systems to 'fuel poor' households. The local priority is to target homes which are currently heated by 'off peak' electric systems, and replace them with gas central heating using modern energy efficient condensing combination boilers.</p> <p>Headline figures for Tewkesbury borough during quarter three are:</p> <ul style="list-style-type: none"> • 55 enquiries received by Warm and Well • 3 home visits completed • 3 events & briefings attended
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PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Objective 4. Improve the quality of the housing stock

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
b) Work with Public Health to develop new approaches to enablement and adaptations for disabled people.	1. Number & value of grants delivered	Group Manager Environmental & Housing Services	☺	Between 1 April and 31 December 2015, a total of 82 grants have been approved to a value of £394,850.
	2. Monitor development of new approach		☺	Discussions took place on the draft Disabled Facilities Grants Review Report at the final meeting of the O&S Committee working group on 28 January 2016. The work on how to change is being carried out jointly with Severn Vale Housing Society and Gloucestershire Adult Services. Officers continue to participate in the Gloucestershire Disabled Facilities Grant Forum. Through the council's involvement with the Safe at Home, home improvement agency; officers are currently involved in discussions regarding the possible shape of any future contract.